

## CHARACTERISTICS OF ADULT RESPONDENTS

<b>Gender:</b>	Male	40%
	Female	60%
<b>Age:</b>	21 - 24	8%
	25 - 34	18%
	35 - 44	36%
	45 - 54	11%
	55 - 64	24%
<b>Race:</b>	65 & Over	3%
	White/Caucasian	95%
	Black/African American	2%
<b>Services</b>	Other	3%
	Mental Health	58%
	Drug & Alcohol	15%
	Mental Health and Drug & Alcohol	27%

## CHARACTERISTICS OF PARENT/FAMILY RESPONDENTS

<b>Gender:</b>	Male	8%
	Female	92%
<b>M. Age:</b>	5 or under	14%
	6 - 8	31%
	9 - 13	46%
	14 & Over	9%
<b>Race:</b>	White/Caucasian	90%
	Bi-Racial	0%
	Hispanic/American	0%
	Other	4%
<b>Services</b>	Mental Health	100%

## CHARACTERISTICS OF YOUTH RESPONDENTS

<b>Gender:</b>	Male	28%
	Female	72%
<b>Age:</b>	14 - 15	56%
	16-17	33%
	18-20	11%
	20 & Over	0%
<b>Race:</b>	White/Caucasian	100%
	Black/African American	0%
	Bi-racial	0%
<b>Services</b>	Mental Health	100%
	Drug & Alcohol	0%
	Mental Health and Drug & Alcohol	0%

### Contact Information

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Survey Administration and Evaluation Services  
 provided by:

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# Blair HealthChoices

**1906 N. Juniata Street**  
**Hollidaysburg, Pennsylvania 16648**



**Blair County**  
**Recipients**  
**Rate Their**  
**Behavioral**  
**Health Services**

**April-June 2015 Consumer and Family**  
**Satisfaction and Outcomes Survey Findings**

July 2015

## BACKGROUND

The Office of Mental Health and Substance Abuse Services (OMHSAS) of the Pennsylvania Department of Welfare requires counties to assess member satisfaction with, and outcomes of, publicly funded behavioral health services provided through participating providers of the Community Behavioral Healthcare Network of Pennsylvania. A total of 159 adults, adolescents and parent/family caregivers participated in the survey process during April to June 2015.

## RATING TREATMENT SUCCESS

**Adolescents** between 14 and 20 years of age were asked how they had improved as a direct result of the behavioral health services they received. Percentages below represent those respondents who “*strongly agreed*” or “*agreed*” with the following statements: They were also asked their opinion regarding the treatment they received from their provider. N=18

100%	I was able to get the help I needed.
95%	I can count on provider to be there when I need them.
78%	I am asked what I think I need to work on.
83%	I believe my treatment plan is easy to understand.
95%	I get the right amount of help, not too much or too little.
83%	I apply what I learn at home, school and in public.
72%	I was helped to create a plan to avoid going into crisis.
78%	I am aware of community support groups and hotlines.
94%	Know someone who shares my experiences & supports me.
50%	Provider teaches me on how to stay healthy after treatment.
78%	Provider helps prepare me for adulthood.
89%	I make better choices.
83%	I have better relationships.
89%	I feel better.
0%	I feel treatment team is blaming me when setbacks occur. (<10%)

## RATING SATISFACTION WITH SERVICES

Adult and parent/family caregivers were asked to rate their overall satisfaction with the behavioral health services they received for themselves or their child. Percentages below represent those respondents who “*strongly agreed*” or “*agreed*” with the following statements. The questions covered the member’s perception of treatment, outcomes, treatment by the provider and staff of Community Care Behavioral Healthcare. The parent/family caregivers interviewed responded on behalf of their child under 14 years of age. The table below shows survey findings, where percentages represent respondents who “*strongly agreed*” or “*agreed*” with each item, using a 5– point scale.

ADULT SATISFACTION WITH SERVICES	AGREE	PARENT/FAMILY SATISFACTION WITH SERVICES	AGREE
	N = 89		N= 52
I was made aware of different providers and given a choice	52%	We were made aware of and given provider choice for service.	89%
I was made aware of different services and given a choice.	63%	We were made aware of and given a choice of different services.	90%
I was offered an appointment within a week.	75%	We were offered an appointment within a week.	81%
I was able to get the help I need easily.	91%	I feel like I was able to get the help I needed easily.	96%
Provider sought my input on goals to achieve a happy life.	96%	I can count on my treatment provider to be there when I needed.	96%
Provider is teaching me skills that are helpful to me.	81%	I was actively involved in developing my child’s treatment goals.	96%
Provider acknowledges/rewards me for even small steps toward my goals.	87%	Staff discusses child’s continuing care plan with me.	96%
My family gets educated and/or supports they need to be helpful to me.	64%	I believe my child’s treatment plan is easy to put into action.	90%
Provider helped develop a crisis prevention plan.	72%	My child is receiving all the services he/she needs.	90%
Provider helps me connect/reconnect to community & natural supports.	69%	Child is able to apply treatment experiences at home, school, etc.	69%
Providers encouraged me to use consumer-run programs.	78%	Feel provider blames me for treatment setbacks. (<10% target)	2%
Provider encouraged me to develop a Wellness Action Recovery Plan	45%	Aware of where to go or call in community for support.	83%
Provider recommended I do a Mental Health Advance Directive.	26%	Provider acknowledges even small steps toward child’s goals.	94%
Staff believes I can grow, change and recover.	83%	Provider talks to me/child on how to stay well after treatment.	92%
Provider led me to be more dependent, not independent. (<10% Target)	32%	I know someone else who shares my experiences and supports me	83%
Provider helped me get or keep employment.	26%	My child deals more effectively with daily problems.	69%
I deal more effectively with daily problems.	81%	M child’s behavioral health is improving.	67%
I feel more hopeful about the future.	88%	My child’s social skills are improving.	65%
I believe I am recovering.	78%	If I interacted with Community Care it was helpful.	67%
I feel that treatment is working.	81%	Was satisfied with CCBHO complaint/grievance process.	100%